

Strategic Plan 2001-2003



Our Mission:

To provide Department of Defense and federal agencies the best value in global logistics, engineering and support service solutions.

Our Vision:

FOSSAC will remain a progressive, innovative organization dedicated to exceeding customer expectations. Our world-class customer focused performance will continue to promote FOSSAC as the strategic partner of choice for global logistics, engineering and support service solutions.

Values

Trust
Respect
Balance
Honesty
Courage
Integrity
Humility
Courtesy
Imagination
Commitment

Innovation

GOAL #1 - Remain a progressive, innovative organization dedicated to exceeding customer expectations.

Objective 1.1 - Utilize FOSSAC's marketing recipe to renew and measure all elements of an effective marketing plan, especially customer satisfaction, product and service appropriateness as well as future customer needs to shape product and service offerings.

Objective 1.2 - Commit the corporate resources to ensure our people and organization have the ability to assess market trends.

Objective 1.3 - Train and equip our people to pursue newly identified lines of business.

Objective 1.4 - Provide an "out-of-the-warehouse" environment that fosters command personnel creating entrepreneurial business proposals.

Customer

GOAL #2 - Achieve world-class performance that produces better, faster global logistics, engineering and support service solutions.

Objective 2.1 - Provide our customers a single point of entry for all product, service and information requirements, regardless of the ultimate supplier or provider.

Objective 2.2 - Identify and champion information systems and technology requirements to ensure systems and infrastructure support customer requirements.

Objective 2.3 - Structure internal and external relationships to optimize performance and costs.

Objective 2.4 - Employ alternative solutions offering customers the optimum choice in logistics, engineering and support service solutions.

Objective 2.5 - Identify and implement best value government and commercial practices.

Objective 2.6 - Achieve FOSSAC's command financial targets.

Process

GOAL #3 - Compete Effectively for the Federal Market

Objective 3.1 - Streamline processes with reduced costs and response times affecting delivery.

Objective 3.2 - Review lines of business and processes relating to customer requirements.

Objective 3.3 - Team with strategic partners and other service providers to optimize support and increase business.

People

GOAL #4 - Have a well-trained, experienced and appropriately compensated work force.

Objective 4.1 - Identify our workforce requirements and ensure we have the right skills, size and diversity.

Objective 4.2 - Promote a high quality work environment, assist employees in adapting to workforce change, and facilitate comprehensive career planning.

Objective 4.3 - Develop innovative employee incentives for high performance team members.